

Using USB Memory Sticks at Northumbria – Troubleshooting guide for students

USB Memory Sticks (also known as pen drives, data Sticks or flash drives) are extremely useful and one of the best ways to move data around.

You can use your USB Stick in IT labs, open access areas and with classroom or lecture theatre PCs.

If you are having problems using a USB Stick the following guidelines may help you.

What type of machine will work with my USB Stick?

All USB Sticks should work on all machines that have USB ports. They are a standardised, easy to use way of attaching external equipment to your computer. Most connection ports can be found at the back of your PC, although some machines have extra ports on the front of the base unit for easy access.

To find the correct port look for the USB symbol:



The machine should be running with any of the following operating systems:

- Windows 7
- Windows Vista
- Windows XP
- Windows 2003

All IT labs, open access areas and classrooms/lecture theatres are set up to run with these systems.

Can I use my USB Stick in an Open Access Area?

Yes, you can, however more care may be required. The computer terminals in the open access areas have been fitted with extension leads for USB connection. When inserting or removing, it is advisable to wait for approx 20 seconds before continuing. This will give the machine time to configure its set-up and make the USB drive available.

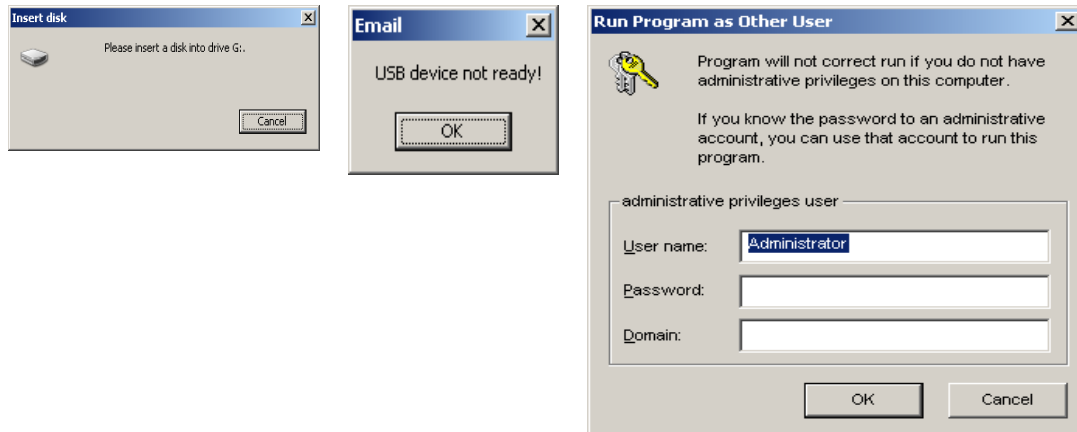
Please be aware that the larger the USB Stick capacity (e.g. 4Gb, 8Gb), the longer it will take for the Stick to be picked up by the computer.

If your USB Stick is not recognised then leave it connected and carry out the following steps:

1. Save any open files to your U drive
2. Log Off
3. Power Off
4. Power On
5. Log On
6. Your USB Stick will appear as your B drive

My USB Stick is not responding

Many manufacturers supply a utility disk that allows you to install special features on your USB Stick such as password protection, MP3 software or you can partition the drive for specific uses e.g. storing email. Your drive will work perfectly at home but when you try to use it on any other machine the drive will encounter problems. You may only be able to access some of your information or none at all and you may receive error messages similar to these:



University computers will not allow you to access a USB Stick that has any of these functions installed because you are not a university system administrator. If you wish to use a USB Stick on campus the device should be used RAW without any extras installed. To remove any added features from your USB Stick follow the manufacturer's guidelines. If you don't have any of these features installed but your USB Stick is still not responding, perhaps it is unable to find an available drive (see *below*).

Remember: The larger the USB Stick capacity (e.g. 4gb, 8Gb) the longer it will take for the USB Stick to be picked up by the computer – in some cases it can take 2 minutes to register. Please allow this time before raising a query to staff.

My USB Stick cannot find a drive

The USB Stick will be assigned the next available drive letter on the PC you have connected to. This must be a drive between **A** to **F**. Where all 6 drive letters are already allocated the USB Stick may experience problems. The screen may flash once while the drive is trying to connect, but will not give you an error message. Use the following steps for guidance:

- Double click on **My Computer** or go to **Start > My Computer** to check which drives have already been taken.
- When allocating network drive letters on a PC use **G** and above wherever possible (*but not U*). This will leave the F drive available for USB capture.
- If you need help with drive mapping, contact the IT Helpline.

I am having problems connecting to my USB Stick when using the student desktop

Make sure you insert your USB Stick **before** you connect to the student desktop. You must also do this if you are using **desktop**ANYWHERE.

I am having problems saving to my USB Stick



Some USB Sticks have a small write protection switch on one side. If you are experiencing difficulties saving to the Stick, check that the switch is set correctly and try again.

- Remember to allow enough time to save data to your USB memory Stick.
- Don't remove the Stick while it is saving data. This may render the device unusable in the future. It is safer to switch to another drive before removing your USB Stick.

My USB Stick will not fit

Some USB Sticks are too stubby – they don't fit easily into USB sockets which are slightly recessed. This is particularly a problem with Toshiba laptops and some other portable computers.

Care of USB Sticks

- Avoid contact with extremes of heat, cold, magnetic fields and liquids.
- All memory Sticks come with a cap to protect the electrical contacts – Use it!
- Take care not to leave your memory Stick in a PC.
- Label your memory Stick so it's easily recognisable as yours.
- USB Sticks are cheap and easy to replace, your data may not be! Have you got a backup?

For further help and advice contact the IT Helpline:

IT Help Tel: 0191 227 4242 Freephone: 0800 923 4242 Text: +44 77 81 48 27 86 Email: it.helpline@northumbria.ac.uk Online: www.northumbria.ac.uk/knowhow	line 24x365 Open Every Day All year round!
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